MITEL

NuPoint Messenger IP

COMPETITIVE TELEPHONE USER INTERFACE (TUI) USER GUIDE

it's about **YOU**

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Mitel NuPoint Messenger IP
Competitive Telephone User Interface (TUI) User Guide

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Introduction

About Your Voice Mail System

NuPoint Messenger™ enhances the way you communicate. You can now retrieve your voice mail messages from any touch-tone telephone in the world. NuPoint Voice™ makes it easy to manage your messages.

About This Document

This guide provides instructions on the functionality of the telephone user interface (TUI) that mimics the 1st level of the Octel Aria (250/350) user interface.

Note: Depending on how your mailbox is configured, you may not have all of the options described in this guide. Refer to your System Administrator for more information.

Your Telephone

Before using the voice mail features of your system, familiarize yourself with your telephone.

- Message key - Used to call the NuPoint Voice system and access your mailbox.
- Keypad - Used to make menu selections within the voice mail system.
- Message light - Used to indicate when you have messages in your mailbox.

Preparing to Access Your Mailbox

Before accessing your mailbox, be sure to get the following information from your System Administrator (the person in your company who manages the communications system):

- the NP Receptionist number (optional)
- the NuPoint Voice system access extension
- your mailbox number
- your default passcode.

If you have any problems or questions about procedures, consult your System Administrator.

Accessing Your Mailbox

All of your voice messages will reside in your personal mailbox, which you can protect by a passcode. Your System Administrator will assign you a temporary passcode to use the first time you access your mailbox. How you call into your mailbox will depend on whether you're calling from inside or outside your company.

Inside Your Company

From your own extension

1. Dial the internal NuPoint Voice access number.
2. Enter your passcode when prompted.

From another extension

1. Dial the internal NuPoint Voice access number.
2. Press the * key when prompted to enter a passcode
3. Enter your mailbox number followed by the * key.
4. Enter your passcode when prompted.

Outside Your Company

From an outside line

1. Dial the external NuPoint Voice access number.
2. Enter your mailbox number followed by the * key.
3. Enter your passcode when prompted.

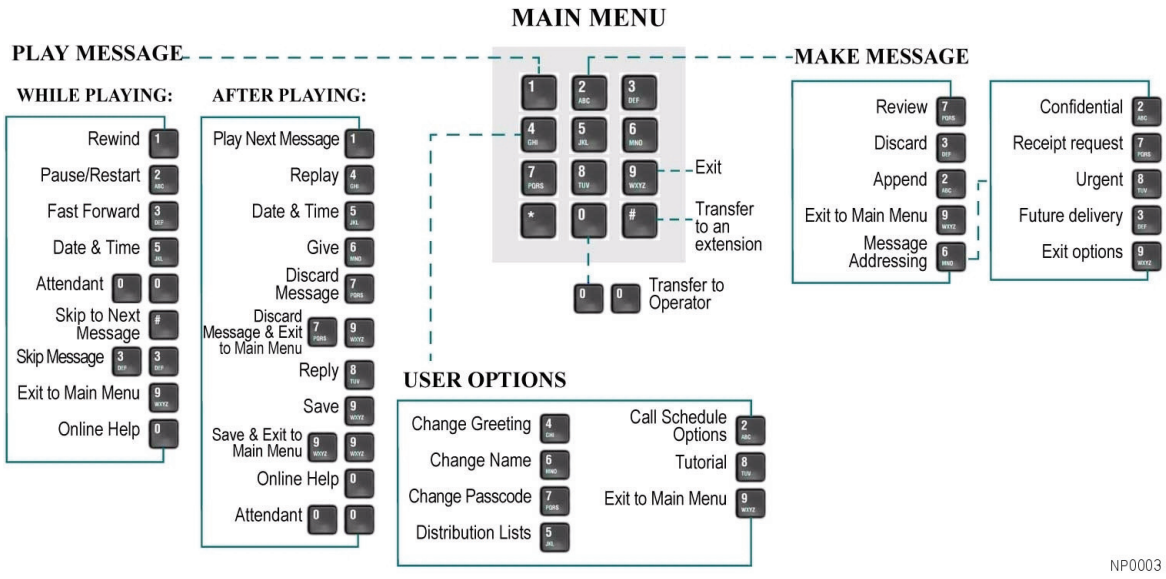
From an outside line to the automated receptionist

1. Dial the NP Receptionist number.
2. Press the * key to access the NuPoint Voice system.
3. Enter your mailbox number followed by the * key.
4. Enter your passcode when prompted.

Setting Up Your Mailbox

When you access your mailbox for the first time, a user tutorial automatically activates. This tutorial guides you through your first mailbox session, explains how to record a greeting and your name, and prompts you to change your temporary passcode.

Menu Overview



Note that your System Administrator must enable the Competitive Telephone User Interface (TUI) for your mailbox.

Greetings

After opening your mailbox, you will be asked to record one or more greetings that callers will hear when they call your mailbox. For example, you may record one greeting that callers hear when your line is busy (such as, "I'm currently on the phone and unable to take your call") and a different one when you're not at your phone (such as, "I'm currently away from my desk").

Name

You will be prompted to record your name so that the system can

- Address you when you call into the system (for example, "Hello, Jane Smith").
- Inform other users when a message comes from you (for example, "4:45 p.m., from Jane Smith").
- State your name to other users when they address messages to your mailbox (for example, "Jane Smith").

Passcode

You will always be prompted for your passcode before accessing your mailbox. The first time you access your mailbox, you will use the temporary passcode assigned by the System Administrator. During the tutorial, you will be prompted to change your passcode to a number with 4 to 10 digits. Define a passcode that you can easily remember, but do not select an obvious code like "1234".

Note: Passcodes are required only if you wish to protect your privacy; you can choose not to have a passcode by pressing 0000 when prompted during the tutorial.

When your mailbox is set up, you're ready to start using the advanced messaging features of NuPoint Voice!

Playing Messages

When you access your mailbox to retrieve your messages, the system first tells you how many messages you have ("You have 2 urgent messages and 4 unplayed messages").

Playing Your Voice Messages

After accessing your mailbox, press 1 to play.

While Listening to a Message

At any time during message playback, you can

Press this key	To perform this action
1	Rewind the message.
2 ABC	Pause and restart the message.
3 DEF	Skip forward within the current message
5 JKL	Hear the time and date the message was sent.
#	Skip the current message.
3 DEF 3 DEF	Skip to the end of the message.
9 WXYZ	Exit to the Main Menu.
0	Access online help.

When You Have Finished Listening to a Message

At the end of a message, you can

Press this key	To perform this action
4 GHI	Play the message again.
1	Play the next message.
8 TUV	Answer the person who sent the message. When you are finished recording your answer, press 9 WXYZ to send it and continue your session. Then press * to send your answer to additional mailboxes if you wish.
5 JKL	Give the message to another mailbox, distribution list, or off-system telephone number. The system will also allow you to record additional comments before sending the message to someone else. After you have added your comments, press 9 WXYZ to send your message and continue your session. Then press * to give the message to additional mailboxes, if you wish.
9 WXYZ	Save the message. Saved messages cannot be accessed until you have skipped through your unplayed messages and message receipt queues.
9 WXYZ 9 WXYZ	Save the message and exit to the main menu.
7 PQRS	Discard the message.
7 PQRS 9 WXYZ	Discard the message and exit to the main menu.
0 0	Call the operator.
0	Access online help.

Note: Be careful to not discard a message until AFTER you have answered or given it to someone else. If you accidentally discard a message, you can retrieve it by immediately pressing *. If you press any key other than the * key immediately after discarding a message, you will not be able to retrieve the discarded message.

Making Messages

Once you have accessed your mailbox and entered your passcode, you can make a message before or after listening to any unplayed messages in your mailbox. Remember messages can be addressed to other mailboxes, distribution lists, and off-system telephone numbers.

Making a Voice Message

Recording a voice message

1. Press 2 ABC to make a message.
2. Enter the recipient's number or, to dial by name, press ____, then dial the recipient's last name, then first name until the system recognizes the name.
3. After the system confirms the recipient's name, enter the names or numbers of any other intended recipients (for example, you may wish to send a single message to all members of a certain committee, telling them the date and location of the next committee meeting).
4. When you have finished addressing your message, press *.
5. Begin recording your message after the tone. (You may press * to pause/resume during recording.)

Sending a message when you have finished recording

Once you have finished recording a message, you can send your message, or set up additional recipients and special delivery for your message by selecting from the following options:

Press this key	To perform this action
9 WXYZ	Send the message and exit to the main menu.
9 WXYZ *	Add more recipients to the address list.
6 MNO	Access **message addressing options** such as urgent, future and confidential delivery, as well as return receipt. Once you have selected from these options, press 9 WXYZ to send your message and exit to the main menu.

Note: If you regularly send messages to multiple users, consider creating personal distribution lists to make addressing your messages even easier (see “Distribution Lists” on page 8).

User Options

The user options menu allows you to listen to the user tutorial, change your greetings, define your name and password, create voice mail distribution lists, and select call scheduling options.

Accessing User Options and User Tutorial

For the user options menu, press 4 GHI from the main menu. Press 8 TUV at any time to go through the user tutorial.

Greetings, Name and Passcode

You may wish to change the greeting, name and passcode that you set up when you first accessed your mailbox (see “Setting Up Your Mailbox” on page 3). Change these at any time, and remember to update your greeting(s) regularly. From the user options menu:

- Press 4 GHI to change your greeting(s).
- Press 6 MNO to re-record your name.
- Press 7 PQRS to change your passcode.

Distribution Lists

A distribution list allows you to send a single recorded message to a large number of people without addressing each person individually. You can use distribution lists whenever you make a message, or give a message to someone else.

Creating or modifying a distribution list

1. Press 5 JKL from the user options menu.
2. Enter the number of the distribution list, ensuring the first digit is always a zero (0).
3. Press 6 MNO to record a name for the distribution list (e.g., "product planning committee"). The system will play this name each time you address messages to this distribution list.
4. Press 2 ABC to add members to the list; press 3 DEF to remove members.
5. Enter the numbers or names of users you wish to add or remove.
6. Press 7 PQRS if you would like the system to play back the list of members you have selected.
7. Press 9 WXYZ to exit to the main menu.

Note: All personal distribution lists must begin with the number 0.

Using a distribution list

- Instead of entering a mailbox number, enter the number of the distribution list you want to use. The system reads back the number of the distribution list.

Call Schedule Options

- NP WakeUp allows you to program NuPoint Voice to call you at a specific telephone number at a specific time. You can schedule wakeup calls for Monday through Friday, weekends, every day, or as needed.
- Message Delivery allows you to define a schedule so that if a message arrives in your mailbox, NuPoint Voice will call you at a specific telephone number at a specific time so that you can retrieve the message.
- Paging allows you to define a schedule so that when a message arrives in your mailbox, NuPoint Voice notifies your pager.
- Future Delivery Audit allows you to audit any message scheduled for future delivery. You can schedule delivery of any message up to 365 days in the future using the message addressing options menu (see “Sending a message when you have finished recording” on page 7).

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